

# Regents, Arizona Board of

## IT Vision

Arizona Board of Regents' information technology resources support efficient, effective and timely information for the public, the Universities, the Board and its staff.

## IT Mission

Information technology resources of the Arizona Board of Regents provide the information technology necessary for the central office staff to support the Regents as they govern the Arizona University System.

## Goal 1

Increase the productivity of Board staff.

### Objective 1

Furnish adequate IT hardware and software resources to the Board staff.

#### Current Situation

The software programs used by the Central Office staff require the most current hardware to operate efficiently, especially while using several applications concurrently. Budget constraints may prevent the purchase of adequate hardware of the next couple years.

#### Performance Measures

1	Percent of computers sent out for repair. (most computer under warranty and are not sent out)					
	Status	In Process				
			Target 02	Actual 02	FY 03	FY 04
	Category:	Input				FY 05
			10	0	10	10
2	Percentage: Number of computers replaced over number of computers scheduled for replacement					
	Status	In Process				
			Target 02	Actual 02	FY 03	FY 04
	Category:	Outcome				FY 05
			100	89	100	100

### Objective 2

Ensure staff can proficiently use all applicable IT applications. Individuals with IT administration responsibilities have adequate knowledge of technology.

#### Current Situation

Microsoft applications including Word, Excel and Access are the office standards. Corel products are available to staff only after thier supervisor has given approval. Microsoft training is available to all staff who request training.

#### Performance Measures

1	Percentage: Number of training sessions completed by Central Office staff over number of training sessions requested by staff.					
Status	In Process					
		Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome						
		100	72	100	100	100

### Objective 3

Ensure IT resources enable employees to telecommute when appropriate.

#### Current Situation

The opportunity for employees to telecommute has been defined with the approval of a telecommuting policy. Staff are provided with necessary equipment to support telecommuting.

## Performance Measures

- 1 Percentage: Number of staff participating in the telecommuting program with access to necessary IT resources over total number of staff participating in the telecommuting program.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Input	100	100	100	100	100

## Goal 2

Enhance communication outcomes for the Board of Regents via a medium which provides cost-efficient access to wider audiences twenty-four hours per day, seven days per week, 365 days per year.

### Objective 1

The ABOR website provides a tool for supporting the Board's commitment to:

- 1)ensuring access to instruction;
- 2)promoting research;
- 3)providing public service to Arizona;
- 4)maximizing the state's investment in education.

### Current Situation

The Web Advisory Committee continues to review information provided or to be provided on our Website so it will remain an optimally effective communication tool.

## Performance Measures

- 1 Percent of e-mail inquires answered according to standards established by the Web Advisory Committee.

(This measure is still a pending matter for the Web Advisory Committee)

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Output	100	0	100	100	100

- 2 Number of unique visits to targeted new areas of the website.

- E-Clips - 11/01 - 3/02 - 1279 total hits

- ASU Presidential Search - 11/01-5/02 - 1394 total hits

- Learner-Centered Education - to be added in FY2003

(we are only aware of one new area to be added next year, this causes the decrease in target).

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Input	200	2,673	1,000	1,000	1,000

- 3 Total number of unique visitors to the ABOR website monthly.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Output		20,000	20,000	20,000	20,000

### Objective 2

The ABOR website will promote Arizona's public universities by linking to university websites and keeping information updated with data pertinent to specified target audiences.

### Current Situation

Web Advisory Committee has established time frames for completion of projects, See Performance Measure #1. However these time frames may need to be reconsidered for New Projects as this was the area most often missing the targeted completion time. Two to three months may be a more realistic target.

The ABOR website receives approximately 20,000 hits per month.

## Performance Measures

- 1 Percent of projects completed within the time frame established by the Web Advisory Committee.  
Web Advisory Committee established the following time frames for completion of projects:
  - UPDATED(simple modification to existing material) - 2-3 days
  - REVISIONS(major change to existing information) - one week to 10 days
  - NEW PROJECTS(add major new section to site) - 3-6 weeks
  - if major programming is involved, completion six months maximum

(Time frames may be unrealistic, the committee may need to revise.)

Status	In Process					
		<b>Target 02</b>	<b>Actual 02</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>
Category:	Input					
		100	67	75	100	100

- 2 Percentage of users who reported technical problems.  
(Actual percent is >1%. Most problems report relate to broken links.)

Status	In Process					
		<b>Target 02</b>	<b>Actual 02</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>
Category:	Outcome					
		1	0	0	0	0

- 3 Percentage of users making recommendations to improved the ABOR website.  
(Actual percent is >1%. Most suggestions come from ABOR staff)

Status	In Process					
		<b>Target 02</b>	<b>Actual 02</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>
Category:	Input					
		10	0	10	10	10

## Objective 3

The ABOR website will inform the public about the Board's purpose, goals and achievements.

### Current Situation

The Web Advisory Committee is working on performance measures related to this topic.

## Performance Measures

- 1 Percent of total opportunities to provide updates on requested topics.

Status	In Process					
		<b>Target 02</b>	<b>Actual 02</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>
Category:	Input					
		100	84	100	100	100

- 2 Based on survey results: Percentage of users who found information sought on the ABOR website.  
(No measurable information is available for FY2002. A Website survey is expected to be done in FY2003.)

Status	In Process					
		<b>Target 02</b>	<b>Actual 02</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>
Category:	Outcome					
		95	0	95	95	95

## Goal 3

Ensure access to ABOR IT resources are restricted to authorized individuals.

## Objective 1

ABOR's IT resources are secure.

### Current Situation

Network permissions are set at the server level. The Board is converting all workstations to the Microsoft Windows 2000 operating system. IT staff educate staff on the importance of using passwords to ensure a secure network operating system, electronic mail system, telephone/voice mail system and other related systems.

## Performance Measures

- 1 Percentage: Number of successful unauthorized attempts on the network operating system, electronic mail system, telephone/voice mail system and other related systems over total number of unauthorized attempts on the network operating system, electronic mail system, telephone/voice mail system and other related systems

Status Complete

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Input	0	0	0	0	0